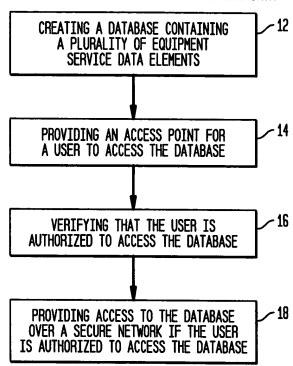
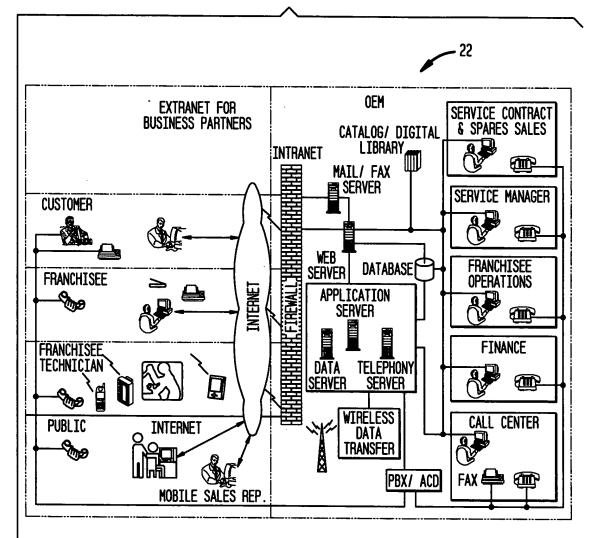
FIG. 1
A METHOD FOR PROVIDING EQUIPMENT SERVICE DATA



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FIG. 2



SELLING MAINTENANCE CONTRACT

CALL MANAGEMENT

FRANCHISEE MANAGEMENT

SPARES SALES

WARRANTY MANAGEMENT

ACCOUNTS RECEIVABLE

ACCOUNTS PAYABLE

KNOWLEDGE MANAGEMENT

MULTI-CHANNEL COMMUNICATIONS **OPTIONS**

